

**WHAT IS CLAIMED IS:**

1. A method of managing service requests in a communications network, the method comprising:

receiving a service request from a communications terminal,

receiving status information from a plurality of service providers adapted to respond to the service request,

responsive to the status information, calculating a queue result of the service request for each available service provider, and

sending the available queue results to the communications terminal.

2. The method of claim 1 further comprising:

acquiring call identification information to determine the identity of a caller sending the service request, and  
responsive to determining the identity of the caller, acquiring caller information data.

3. The method of claim 1 wherein the calculating further comprises:

determining a queue attribute for each service provider in the plurality of service providers,

determining a queue factor, and

calculating a queue result, wherein the queue result is a function of the queue attribute and the queue factor.

4. The method of claim 3, wherein the calculating the queue factor further comprises:

retrieving customer information data,

quantifying the customer information data using at least one business judgment rule, and

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expressing the quantification in terms of a numeric factor.

5. The method of claim 1 further comprising:

receiving a service provider preference from the communications terminal.

connecting the service request to one of the plurality of service providers in accordance with the service provider preference.

6. The method of claim 1 further comprising placing the service request in a queue for a selected service provider.

7. The method of claim 1 further comprising placing the service request in a queue for each available service provider in the plurality of service providers.

8. The method of claim 1 further comprising assigning a tracking number to the service request.

9. A communications system comprising:

a communication module adapted to receive service requests from a plurality of communication terminals, wherein the communication module is also adapted for sending available queue results to a communication terminal of the plurality of communication terminals,

a queuing module in communication with the communication module, wherein the queuing module is configured for communicating with a plurality of service providers, and

a queuing results module in communication with the queuing module, wherein the queuing results module contains instructions for determining queue results.

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10. The system of claim 9 wherein the queuing results module comprises:

a queuing attribute module in communication with the queuing module, the queuing attribute module comprises instructions for determining the queue attributes of each service provider in communication with the queuing module, and

a queuing factor module in communication with the queuing results module, the queuing factor module containing instructions for determining a queuing factor.

11. The system of claim 9, wherein the queuing factor module, further comprises:

a costing module in communication with the queuing module, wherein the costing module contains instructions for quantifying business relationships, and

a customer relationship database coupled to the costing module for storing historic data regarding the business relationships.

12. The system of claim 9, wherein the communications module further comprises a call identification module adapted for determining call information data.

13. The system of claim 12 further comprising a customer information module in communication with the caller identification module, wherein the customer information module is adapted for determining an identification of a caller associated with the call identification data.

14. The system of claim 9, further comprising a tracking number module in communication with the communication module, wherein the tracking number module is adapted to assign tracking numbers to the service requests.

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15. The system of claim 9, wherein the queuing module further contains instructions for managing a queue of service requests for each service provider in the plurality of service providers.

16. The system of claim 15, further comprising a connecting module for connecting the service request to one of the plurality of service providers.

17. The system of claim 9 further comprising a user interface module for receiving a service provider preference for use with the queuing module.

18. The system of claim 9, wherein each service provider is selected from a group consisting of a web server, an e-mail server, a chat server, a voice over IP server, a telephone automatic call distributor, and a call back server.

19. A communications system comprising:

a communication means for receiving service requests from a plurality of communication terminals, wherein the communication means is also adapted for sending available queue results to a communication terminal of the plurality of communication terminals wherein the communications means further comprises a means for determining call information data such that an identity of a caller can be determined,

a queuing means for tracking the resources of a plurality of service providers, and

a queuing results means for determining queue results, wherein the queuing results means comprises a queuing attribute means for determining the queue attributes of each service provider, and a queuing factor means for quantifying business relationships, and a customer relationship database for storing historic data regarding business relationships.

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20. The system of claim 19, further comprising a means for managing a plurality of queues for the plurality of service providers.

21. The system of claim 20, further comprising a means for tracking customer information.

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